



Children's Learning Garden

Parent Handbook

Islamic Montessori

370 Queen Street South, Mississauga

ON, L5M 1M2

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1. Vision

To provide engaging Islamic education alongside traditional education in an environment that instills the love of Allah and His Prophet. We envision a childcare environment that gives parents and families peace of mind and heart, because they know their child is getting the best of *deen* and *duniya* in a loving and caring environment.

2. Mission

- To use best Montessori and Preschool practices to educate children
- To make Islamic and traditional education age appropriate and relevant for children
- To use nature as a tool for educating children

3. Program Statement

Children’s Learning Garden has put together this Program Statement as required by Ontario Regulation 137/15 of the Child Care and Early Years Act. In order to make this program statement, the following documents and resources have been consulted:

- Child Care and Early Years Act
- Ontario’s Pedagogy for Early Years 2014, “How Does Learning Happen”
- Think, Feel and Act; Lessons from Research about young children 2013

CLG has set the goals for the children to be consistent with the Ministry of Education pedagogy that reflects the view of the children as competent, capable, curious and rich in potential. Our view of the child is as follows:

- Every child has a sense of belonging when he/she is connected to others and contributes to their world.
- Every child develops a sense of self, health and well-being.
- Every child is an active and engaged learner who explores the world with his body, mind and sense.
- Every child is a capable communicator who expresses himself/herself in many ways.

CLG has set forward the goals as prescribed by the CCEYA and described below are the approaches that will be taken to meet the goals. See Appendix 1 for the complete Program Statement.

4. About CLG Home childcare Providers

CLG home child care providers are experts in their field. Our providers come from a variety of backgrounds, some Early Childhood Educators (ECE), some with Montessori education. We work with providers who have experience at child care centres, while others have been operating their home child care for many years before joining Little Leaders. Our child care providers speak other languages such as Urdu and Arabic. What our providers have in common is their love for children, passion for education in the early years, and outstanding child care programs that we look forward to showing you.

QUALIFICATIONS

CLG child care providers have at minimum the following qualifications:

- Current criminal reference check and vulnerable sector check

- Current standard first aid and CPR ‘C’ certification
 - Medical clearance
 - Regular training through Little Leaders and/or a municipal program
- All adults who reside in a Little Leaders child care home also must have a current criminal reference check and vulnerable sector check, medical clearance, and training on Little Leaders policies.

5. Curriculum

The goal with our curriculum is to ensure children develop a love for Allah, His Messenger (SAW) and our beautiful *deen*, through our Islamically Integrated Montessori Curriculum. It is based on a solid foundation of the following core subjects.

Practical Life: Activities from daily life will be integrated with the basic etiquettes of Islam. The purpose is to help children concentrate and improve their fine motor skills.

Language: Phonics are taught using hands on materials. Children are guided to join sounds to make words and eventually become fluent readers.

Mathematics: Children will be introduced to the concept of quantity, followed by an introduction to the symbols. The decimal system is taught using hands-on manipulative materials that give a concrete understanding of quantity.

Nature Studies: Nature studies is a unique adaptation of the culture subject of the Montessori program and special to Children’s Learning Garden. Hands on activities and materials from nature will be used to teach students about meteorology, botany, zoology, geography and astronomy. The aim is to help children realize the blessings that Allah has given us, to be grateful to Allah, and to love Him.

Arts and crafts: Children will be engaged in a variety of arts and crafts activities on a regular basis to explore various mediums of expression.

Islamic Studies: Islamic studies will be taught by the following means:

1. Modelling
2. Hands on activities
3. Stories
4. Integration of the Montessori Curriculum
5. Poetry and Songs

Content:

- Reciting and memorizing short surahs from the Quran
- Reciting short ahadith of the Prophet Muhammed (SAW) with translations
- Duas/Prayers: Reciting everyday prayers and participating in remembrance (dhikr) of Allah and His Prophet (SAW)
- Age appropriate Islamic history and stories from the Quran

- Age appropriate Seerah (Biography) of the Prophet Muhammed (SAW) and Islamic heroes

Arabic: Learning to read Arabic using phonics. Initially the focus will be to familiarize children with classical Arabic by using vocabulary from the Quran that the children can understand.

Themes: There will be monthly themes that will coincide with the seasons and other events so that nature studies can be effectively enjoyed practically.

Songs and movement: Children will be learning traditional and Islamic songs both in English and Arabic which will be accompanied by actions and movements that are not to be confused with dancing. Every effort will be made to use songs with minimum or no music.

Use of technology: At the home childcare centres licensed by CLG, children learn by moving around, exploring and discovering, thus any form of screen watching will be very limited.

6. CHOOSING YOUR CLG Home Childcare Provider

The process of choosing your ideal home child care begins with an inquiry to CLG HLA. Based on your family's specific needs, CLG will introduce you to 1-3 child care providers, with whom you will have an opportunity to interview. Interviews are held at the child care provider's home after-hours, where the child care provider will introduce their family, you will see the child care space, and learn about the program for your child. When the fit is right, we will proceed with registration.

ADMISSIONS

CLG HLA accepts enrollment of children between the ages of 18 months and 6 years. We welcome children in our inclusive and child-centered programs. Our child care hours are from 7:00am to 6:00pm, Monday through Friday, with the exception of a few homes. Evening and weekend care is available by request.

Parents may choose from the following types of care (not available at all locations):

- Full Day Care (7:00 am – 6:00 pm)
- Half Day Care (9:00 am – 12:00 pm)
- Full Time Care (M-F) (8:30 am – 3:30 pm)
- Part-Time Care (4 days/week or less)
- Before and/or After School Care
- PA days & School Break Care

REGISTRATION

Registration is done at our head office, at 2401 Hammond Road, Mississauga, ON, L5K 1T3.

Please book an appointment. Please bring with you the following items:

- Your child(ren)'s immunization records
- Your child(ren)'s health card
- Emergency Contacts (name, phone, address)
- Anaphylaxis documentation (if applicable)
- Relevant medical history (if applicable)

- Physicians note for medical condition (if applicable)
- Custody papers (if applicable)
- Child care deposit

ENROLMENT FORMS

Enrolment forms must be completed in entirety and made available to the child care provider before child care may begin (i.e at least 1 business day required before start date). The enrolment package includes; children's registration form, medical form, immunization records, emergency contacts form, release form, acceptance letter, child care contract, and additional forms as required.

While care is being provided, any changes to these must be pre-approved, documented and require 2 weeks notice to take effect. If your personal information on any of these forms has changed, please remember to contact Little Leaders by phone or email to ensure your file is up-to-date.

TERMINATION

Parents are required to provide in writing at least two (2) weeks notice if they are planning to terminate their contract with CLG HLA.

Fees

DAILY RATES

CLG HLA rates are available by request. Payment is not required when your child care is closed. Payment is required when your child is absent due to illness, vacation, or any other reason your child may not be present for child care. For extenuating circumstances parents must contact CLG HLA, not your child care provider. There will be a 10% sibling discount for children. Fee has to be paid through post-dated cheques. A service charge of \$25 will be charges in case of returned cheques due to NSF.

PAYMENT SCHEDULE

Payment for child care is due in advance on the first day of the month.

CLG HLA preferred method of payment is through e-transfer or post dated cheques.

10. Food & Nutrition

Children's Learning Garden will be providing fresh, healthy and halal food to the children. Children in the full day will be served a morning snack, lunch and an afternoon snack. Half day morning program includes one snack and lunch. Afternoon program includes one snack. Please do not send any food with the child. The menu is be based on Canada's Food Guide after consultation with a nutritionist and will be posted in the centre for your information.

Extra snack will be provided for children attending before school and after school program.

11. Allergies

CLG is a nut free facility. If your child is allergic to any food or substance, please fill out the related medical forms and provide detailed instructions along with the medication. No outside food or drinks are allowed in the centre. Any gifts if given should be non-edible items.

12. Drug Administration

Parents' written permission and a physician's prescription is required for any medication to be administered to a child. This includes over-the-counter medication. The medication must be labelled and given to the staff for safe storage. Any leftover medicine will be returned to parents.

During the summer months, a sunscreen may be needed for outdoor activities. CLG's Drug Administration Policy will be followed for any drug administration. It can be shared when required.

CHILD CARE SUBSIDY

Little Leaders welcomes eligible child care subsidy recipients in Halton Region. Subsidy is not currently available for families in Peel or Hamilton. For more information, please dial Halton at 311 or visit Halton.ca. Little Leaders cannot assist with child care subsidy applications.

LATE FEES

CLG HLA does not charge late fees but your child care provider is permitted to charge a fee which would be payable directly to them. This fee is for late pick-ups only, and not additional childcare (ie. weekends & evenings).

WHAT SHOULD I BRING TO CARE?

Certain supplies that your child may require in a day are required to be brought by the parent, for both hygienic and personal preference reasons. For toddlers, this includes diapers, cream and wipes, which may be brought in full boxes/packages instead of daily. Change of clothes should be provided for all children so they may be freshened up if they get dirty eating, playing outdoors, have an accident, or become sick. Appropriate weather-related items should always accompany your child. These include, but are not exclusive to, sunhat, sunscreen, rain gear, winter boots/hats/mitts.

DAILY RECORDS

Documenting important aspects of a child's day are invaluable in monitoring a child's health and well-being. Your child care provider will keep a record of the following items:

- Attendance (time your child(ren) arrived and departed from child care)
- Menu (available 2 week in advance)
- Nap times (along with direct visual checks on the child(ren) while napping)
- Wellness, Health, and Safety
- Accident reports

DROP-OFF & PICK-UP

Communication is key. If you are running later than usual (at drop-off or pick-up), it is important to inform your child care provider and advise them of the situation and your intended arrival time. Your child care provider will maintain a record of the dates and times your child was present for child care.

RELEASE POLICY

Parents are required to complete a form entitled Release Information, which serves as the parents authorization for the persons listed to pick up the child(ren) up from daycare. Your Daycare Provider is not permitted to release the child to anyone not on the Release information form, regardless of whether the child recognizes the person.

Your provider will request and document photo ID from anyone that is on the Release Form that they have not previously met. Should circumstances change with the family that would effect Release Information, it is imperative that parents advise Little Leaders of these changes.

13. Clothing

Children's Learning Garden does not have a prescribed uniform however parents are requested to follow the following guidelines:

- Clothing with simple logos and texts are acceptable.
- Avoid clothes with pictures of animals or cartoon characters that might be a cause of distraction or competition among children.
- Shoes should have Velcro and not laces.
- No clothes with loose strings.

Summer Clothing Guidelines: Comfortable clothing for outdoor play is acceptable. Avoid spaghetti straps or tank top, as they pose a risk of sun burn in hot weather.

Winter Clothing Guidelines: Snow boots, snow pants, jacket, scarf, hat and mittens are required during the winter season so that children can enjoy playing outdoors.

Extra Clothes: Please send an extra pair of labelled clothes (pants, shirt, undergarments and socks), in a Ziplock, to be kept at the centre.

Indoor shoes: Children need to have a pair of indoor shoes to be kept at the school for the whole academic year that can be taken home at the end of the year. Indoor shoes cannot be flip-flops or slippers that would hinder indoor physical activity or could pose a tripping hazard.

15. Items left behind

When any child is discharged from the program such that any of his/her belongings are left behind, they will be kept only for a month to allow parents to pick them up. After that they will be disposed off or donated to a goodwill program.

16. Photo sharing App

At CLG HLA, the providers would use CRAFTS to share photos/videos of children with their parents. Parents need to download the app and wait for an invitation from staff to join the rooms. This is not a means of regular or confidential communication with staff. For such communication, parents should either email us at info@childrenslg.com / clgsupervisor@gmail.com or call us at 905-821-3424 to book a meeting.

17. Nap Time

Children will be provided with individual sleeping cots and sheets to be used for nap time. Sheets will be washed once per week. All children are required to rest during nap time. Children older than four who find it hard to nap will be allowed to do quiet activities after taking a short rest. During nap time, the recitation of the Quran will be played at low volume.

18. Outdoor Play

Parents will be informed if their child care provider takes the children off the premises. Most child care providers participate in activities at local parks, on local trails, splash pads, and other community spaces. Parents must approve of these locations by means of the Outdoor Play Plan form – signed in advance of the first day of child care. The outdoor play plan will itemize exact locations where the children may frequent off the premises. Child care providers are not permitted to bring children to locations that are not on the outdoor play plan, and may only access the locations by the agreed upon transportation method as listed on the Outdoor Play Plan. This document will remain at the child care provider's home for parents to access whenever necessary. Parents are encouraged to request a copy of the outdoor play plan for their child care home.

Children attending a full-day program will have access to a minimum of 2 hours of outdoor play each day, unless inclement weather prohibits play outdoors (i.e lightning, thunder, extreme heat, extreme cold, or extreme wind).

Parents are responsible for providing their children with adequate weather for all days of child care. Parents should not assume that children will not be going outside on any given day. Under no circumstances will CLG HLA children or child care homes have access to pools or bodies of water.

20. Scholastic Book Club

Home childcare providers will be participating in the Scholastic Book Club. Monthly reminder of the new flyers will be sent electronically for parents to choose and order books.

With each order through the Scholastic Book Club CLG is rewarded points towards free books for the classroom.

21. Holidays and Professional Development Days

CLG Home licensed childcare providers will observe all statutory holidays including the following holidays:

1. Eid ul Fitr*,
2. Eid ul Adha*,
3. Thanksgiving,
4. 2-week Winter Break, (Varies for providers)
5. Family Day,
6. Good Friday,
7. Easter Monday, (Varies for providers)
8. Victoria Day,
9. Canada Day,
10. August Civic holiday (Varies for providers)

*Eid ul fitr and Eid ul Adha can be one day or two days depending on moon sighting.

CLG HLA will be having one or three planned professional development days in the whole year, when all CLG home childcare providers will be closed for the students. The dates will be communicated to the parents in advance so they can make arrangements for those days.

22. Summer camps

Some CLG Home childcares will be running planned summer camps depending on the needs of the parents and students. Details will be shared with the parents prior to the breaks.

23. Sick Leave and Vacation

If your child is sick, please keep him/her home until he/she is able to enjoy the program. It is the parents' responsibility to inform the school if a child is not able to attend due to illness or other reasons.

If a child gets sick at the home childcare, parents will be called to pick up the child, especially if the provider suspects that the child has a contagious illness.

A child should be kept home if he/she has any of the following symptoms: fever, rash, cough, pink eye, profuse discharge of mucus from nose or eye, diarrhea, vomiting, sore throat.

Provider should be informed of any planned vacation(s). Please be advised that the no refund is given for vacation or illness.

24. Emergency Management and School Closure

CLG HLA has detailed policies for emergency situations and their management as required by Ontario law, such as fire, natural disasters etc. A copy can be provided to parents if requested.

CLG HLA will be closed if the Peel Board decides to close schools due to inclement weather or any other emergency. Parents can monitor the local news on TV or radio for updated information. An email will be sent to inform parents about any closure.

27. Placement students, Volunteers and guests

CLG Home childcares welcome volunteers, placement students and guests to visit for observations. As required by Ontario law, children are never left alone with a placement student, volunteer, or guest at any time. All placement students, volunteers and guests are always supervised by the staff. A copy of supervision of placement students, volunteers can be requested.

28. Toilet Training

Preschool children who are 2.5 years are expected to be toilet trained. Home childcare providers will help children younger than 2.5 years to be toilet trained.

29. Privacy Policy

At Children's Learning Garden, all information pertaining to the children, or their parents is a trust and will not be shared with anyone in any form. The information is strictly confidential, except in the rare case that legal authorities are involved.

30. Reporting Child Abuse

The Children's Learning Garden is legally obliged to inform the Children's Aid Society if there is any doubt about the safety or well-being of a child.

31. Fees

A one time non-refundable registration fee of \$150 is required to register a child in CLG. Most up to date tuition fee are available upon request to info@childrenslg.com or clgsupervisor@gmail.com .

As part of CWEYCC, the fee schedule can be made available by contacting the office at 905-821-3424.

32. Waitlist

CLG maintains a wait list via the website <http://childrenslg.com> . When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff and children of employees of nearby organizations.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list. See appendix for the detailed policy

33. Discipline and Guidance

At CLG, we strive to follow the beautiful Sunnah of the Prophet Muhammed (SAW) where children are treated with respect and are guided gently through examples and reminders. In case of behavioural issues, the child will be guided towards the correct behaviour or redirected to another activity. If issues persist, the parents will be informed orally at first and then in writing. In case of continued unacceptable behaviour, the enrollment of the child will be at risk of cancellation.

34. Prohibited Practices

As stated in section 48 of Ontario Regulation 137/15, Children's Learning Garden prohibits the following prohibited practices:

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will

35. Parent's Grievance Resolution Procedure

At CLG we understand that in any relationship people can disagree and have issues. We believe such instances are valuable for the school community to enter into a dialogue to bring out positive outcomes. We have a detailed policy that can be shared if requested by the parents.

It is expected that if any parent has any complaint regarding the staff or the program, they contact the school supervisor and/or licensee and discuss the matter. We will contact you with a response or a meeting within two business days. All matters have to be documented and dealt with in a professional and courteous manner. Detail policy on dealing with parent issues and concerns is included in appendix 3.

*** Children's Learning Garden reserves the right to change, amend or terminate any of its policies at any time on reasonable grounds. The schedules are a guideline and can be changed depending on the needs of the program and the children. Up-to-date guidelines will be available online or by email if requested by parents. ***

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- Child Care and Early Years Act
- Ontario's Pedagogy for Early Years 2014, "How Does Learning Happen"
- Think, Feel and Act; Lessons from Research about young children 2013

CLG has set the goals for the children to be consistent with the Ministry of Education pedagogy that reflects the view of the children as competent, capable, curious and rich in potential. Our view of the child is as follows:

- Every child has a sense of belonging when he/she is connected to others and contributes to their world.
- Every child develops a sense of self, health and well-being.
- Every child is an active and engaged learner who explores the world with his body, mind and sense.
- Every child is a capable communicator who expresses himself/herself in many ways.

CLG has set forward the goals as prescribed by the CCEYA and described below are the approaches that will be taken to meet the goals.

a) CLG will promote the health, safety, nutrition and well-being of the children.

Health:

All program staff responsible for the children in a classroom at CLG will be trained/certified Montessori and/or Early Childhood Educators. Each staff member will be required to have First Aid and CPR training (including child CPR). All medication and other cleaning materials are kept safe and locked away from the reach of children. Emergency medications such as Epi-pen and puffers will be kept away from children but within reach of adults in case they are needed. Detailed policies and procedures are followed to manage illness as required by the Ministry and the Region of Peel.

The classrooms and the centre are cleaned regularly according to approved scheduled. Washrooms are cleaned after use and classrooms are cleaned before and after lunch and snack. All materials will be sanitized once a week and after they are mouthed in toddler classrooms. Cot sheets are washed once a week and/or when they become dirty.

Hand washing will be a regular practice before and after eating, after playing outside or whenever needed e.g., after sneezing or cleaning the nose. Instructions on proper techniques (prescribed by The region of Peel Health) will be posted near every sink and staff will model and guide as needed.

Safety:

All staff will be trained in safety protocols. Approved emergency policies and procedures have been documented and will be implemented at all times. Monthly fire drills will be held and recorded. Staff to student ratios will always be maintained and the children will never be left alone without an adult or with a volunteer/placement student. The centre is locked so visitors can only enter by permission of the supervisor.

Nutrition:

CLG will provide two healthy snacks and one lunch daily. Early morning and late afternoon snack will be provided for children who are enrolled in the before and after school program. Lunch will be prepared by a certified food handler and there will always be one staff on premises with a Food Handler certificate.

Well-being:

Children will be given a balanced schedule where they have the opportunity to choose activities and play and rest according to their needs. A daily schedule is in place and will be followed so children feel comfortable and in control.

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- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will

b) CLG will support positive and responsive interactions among the children, parents, childcare providers and staff.

Staff will be welcoming and greeting the children every day and will be connecting with them to make them feel that they belong. Parents are welcome to book appointments to visit their child's classroom and book meetings with staff to discuss the growth and development of their children. Regular emails and newsletters will be emailed to inform parents of the events at the centre.

Staff will practice and encourage inclusive and positive interactions. Activities and play areas are never gender defined, rather all children are encouraged to experience all areas. Staff will foster an environment of inclusion, cooperation, sharing and friendliness by modeling these traits in their dealing with children, parents and co-workers.

Regular staff meetings will be held for staff to connect with each other and reflect on their experiences to help children achieve their full potential. A detailed policy and procedures are in place to help staff and parents communicate in case of grievances.

c) CLG will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

Staff will model the use of positive language and interactions at all times when talking to the children and other adults. Staff will work to help children to develop communication skills and

problem-solving skills to help them become competent in using simple forms of communication (words, sign language, and body language) to communicate.

Staff will be modeling self-regulation by talking about the feelings and situations in a way that children can understand and try to imitate.

d) CLG will foster children's exploration, play and inquiry.

Even though the Montessori classroom has a variety of activities that engage children, staff at CLG will be looking out for cues from children about their interests and making activities to answer the questions of children and to help them think deeper and inquire more.

The activities in the class are in itself such that they allow the child to explore and play and while doing that they ask questions and then find answers to them. CLG believes that there is never a one way of doing things and that each child thinks and comprehends differently. Therefore, staff works with each child individually, according to their interests, needs, and abilities.

e) CLG will provide child-initiated and adult-supported experiences.

The Montessori philosophy believes in setting the environment such that children get excited about the activities and choose what interests them and then guide them along to follow their interests and abilities. Each child develops at his/her own level and the staff support them in what he/she chooses to do and guides to higher levels according to the ability of the child.

f) CLG will plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

Staff keeps a record of the activities that the child uses and enjoys and based on the observations, plans or adapts or creates new ones to maintain the child's interest in the environment.

g) CLG will incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare

The guidelines of CCEYA will be followed to give children a balanced daily routine where children get a mix of outdoor time (minimum two hours) , indoor play time, active play and rest time. Children will have a two-hour nap time in the afternoon after lunch but those who do not need to nap will be give some rest time followed by quite activity time. The program is meant to follow the needs and the interests of the child thus a flexible routine is helpful in fulfilling the individual needs of the children.

h) CLG will foster the engagement of and ongoing communication with parents about the program and their children.

Parents are welcome to set appointments to visit their child's classroom and see the environment in action. Monthly newsletter will be sent via email to inform parents of ongoing and up coming events, themes, visits etc. An activity update may be sent to parents on a monthly basis to keep them informed about the interests of their child and the activities that he/she is engaged in. Phone updates might be given at the end of each term. Parents are welcome to request a phone conversation or in person meeting with the classroom teacher or the supervisor at anytime.

i) CLG will involve local community partners and allow those partners to support the children, their families and staff.

CLG believes in bringing the community together to enhance the experiences for children. Therefore, we invite professionals to visit and share their work or interests with children. This could include, authors, illustrators, dentists etc. Parents who are able to visit and share their work and profession with the children are always welcome.

In addition to this CLG will plan supervised visits to local places such as libraries, fire station, grocery stores to enhance the experience of the children and connect to the community.

j) CLG will support staff in relation to continuous professional learning

CLG believes in lifelong learning for everyone. CLG plans to connect with CDRCP in Mississauga, to benefit from their extensive trainings on a variety of subjects and topics for all the staff. In addition, mini training sessions on topics most related to the experiences of the staff will be done during the monthly staff meetings. CLG is open to on-site, online and off-site trainings, which ever benefit the staff.

k) CLG will document and review the impact of the strategies set out in the above goals on the children and their families

All classroom incharges will use documentation and reflection to continually evaluate our program and its effects on the children. Each program/class will use a binder for observations, plans and documentation to support understanding and used to adapt and improve the plans/activities according to the interests and needs of the children.

CLG will use the pedagogical documentation, i.e., take observation notes and then take time to think about them and then reflect on them to help improve the program.

Staff, placement students and volunteers will read this program statement and sign off prior to interacting with the children, when the statement is updated and on an annual basis. The director will review the document and update based on feedback and reflections given by the staff to improve it and make it beneficial in following the regulations of CCEYA.

Appendix 2. Waiting List Policy and Procedures

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a childcare centre that maintains a waiting list to have related policies and procedures.

Policy General

Children's Learning Garden Inc. will strive to accommodate all requests for the registration of a child at the childcare centre.

Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.

No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

The Director and/or the Supervisor will be responsible for managing the waiting list and communicating with parents regarding the list.

Procedures

Receiving a Request to Place a Child on the Waiting List

The licensee or designate will receive parental requests to place children on a waiting list via online application on the website <http://childrenslg.com>

Placing a child on the Waiting List

The child will be placed on the waiting list in chronological order, based on the date and time that the request was received.

Once on the waiting list, the licensee or designate can/will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, children of employees of nearby organizations.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

Parents of children on the waiting list will be notified via email and/or phone call that a space has become available in their requested program.

Parents will be provided a timeframe of one week in which a response is required before the next child on the waiting list will be offered the space.

Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

The supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

The supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

If a parent contacts CLG after one week and the next contacted parent hasn't responded or refused the spot, then the previous parent gets another chance to enroll his/her child at the centre. After a couple of unsuccessful efforts to contact a parent, the child's name will be placed at the bottom of the list or removed if parents want it removed.

Appendix 3 Parent Issues/Concerns Policy and Procedures

As stated in the program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children

CLG welcomes open, clear and calm communication. If a parent/guardian has an issue/concern regarding their child, the program, classroom, playground or CLG's policies and procedures the parent/guardian should communicate with the supervisor/designate supervisor via email: info@childrenslg.com and/or clgsupervisor@gmail.com or by calling us at 905-821-3424. There is very little time to communicate at drop-off time or pick-up time and it is not advisable due to supervision of children and privacy.

Conduct

Our school maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Steps in responding to an issue/concern:

- Issues/concerns brought forth verbally to the Teacher/Supervisor will be addressed at the time they're raised, if possible.
- Issues/concerns brought forth in writing via email will be addressed in 2 business days. If necessary, an in-person meeting or phone call will be arranged in the following 2 business days. The parent/guardian will be advised if it is not possible to keep within these response times.
- The details of the issue/concern such as date, time, parties involved, and steps taken to resolve the issue/concern, information provided to parents/guardians and outcome/resolution will be recorded in the Issues/Concerns Form. (Appendix A) and/or the daily written record.
- Referral to another organization will be provided if the parent/guardian needs additional support.